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APR 4 1955

MEMORANDUM FOR: Executive Officer, Office of Personnel

SUBJECT : Suggestion #9 of the 25 February 1955 Memorandum from the Inspector General to the Director of Central Intelligence Concerning the Ten Ways for Improving CIA's Personnel Management

The following is a general listing of some of the lectures, special meetings, briefings and kindred steps which have been taken by members of the Employee Services Division, since its establishment 1 September 1953, to sell employees on the merits of the Agency and the benefits which the Agency affords to employees.

1. Lectures have been given to approximately [] Agency employees on the following subjects. We hope to cover another [] employees during the April 1955 series. 25X9
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- a. Benefits available under the Federal Employees' Compensation Act.
- b. Benefits of the Agency overseas medical program.
- c. Insurance plans available to Agency employees.
- d. Retirement benefits.
- e. Incentive Awards Program.

These lectures were given to the DD/A components during the period 24 - 28 May 1954, to the DD/I and the Office of Training during the period 8 - 22 October 1954, to some of the DD/P components and the Office of Communications 28 - 31 March 1955. Continuation of the lectures for DD/P employees is scheduled for the week of 25 - 29 April 1955.

2. Entrance-on-Duty Orientation is given to all new employees each Monday morning. Numerous benefits and personnel services afforded them through the Employee Services Division are highlighted. 25X1

3. The Office of Personnel has provided a Personnel Lecture Series principally for the benefit of members with a Personnel Career Designation. The Series, however, is also open to Administrative Officers. The Chief, Employee Services Division, is Staff

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Director of the Personnel Lecture Series and a member of the Employee Services Division serves as registrar. Six of the thirty-seven lectures scheduled in the 1955 winter session of the Series were devoted exclusively to Employee Services Division functions.

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4. During the past year the Chief, Insurance and Claims Branch: (a) visited the Office of the Inspector General, the Office of the General Counsel, and the Office of the DCI for the purpose of briefing personnel of those Offices on insurance and hospitalization benefits afforded employees of this Agency. These briefings were given during August, September and October of 1954. (b) met with [redacted] and his entire staff of Administrative and Personnel Officers to explain insurance and hospitalization programs. (c) met with Chiefs and Administrative Officers [redacted] to explain insurance and hospitalization programs. (d) met for the same purpose with top officers of TSS in August 1954. He has attended many other meetings with various officials of the Agency in an attempt to brief them on many of the security involvements surrounding the granting of benefits to certain types of personnel.

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5. The members of the Insurance and Claims Branch have briefed Administrative and Personnel Officers of the Finance Division, the SR Division, and the FI Cover Division relative to the nature of our insurance and hospitalization benefits and how they are administered in order that they might be assisted in reaching a decision as to whether or not various types of personnel might be favorably considered for the granting of such benefits.

6. The Chief, Insurance and Claims Branch, briefed the

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8. Members of the Counseling Branch have handled many emergency cases. Our participation in emergency situations--death, accident, hospitalization from illness or injury--has a tremendous impact on relationship with employees, members of their families and with the general public. As soon as an emergency is reported, a representative of the Counseling Branch contacts the individual involved, if possible and feasible, and then notifies the family. Thereafter, close liaison is maintained with the affected individual, his family, and with our Security, Medical and Personnel Offices. We assure that the individual is

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granted the necessary leave, that his Agency hospitalization policy does not lapse during his adversity, that his right to compensation is fully investigated, and that any other action compatible with his general welfare is taken. In death cases, we assure the proper transportation of the body where death occurs overseas. We prepare letters of condolence for the Director's signature, we provide the family with necessary forms to enable beneficiaries to collect unpaid compensation, retirement money and life insurance payments. From the above it may be seen that our education and "selling" program is not limited, inasmuch as it includes Agency personnel as well as members of their families.

9. We assist disqualified employees in obtaining other employment when feasible and proper. This office arranges, through the Placement and Utilization Division, for interviews with representatives of other Federal agencies and others outside of Government. This tends to cushion the blow of disqualification and reduces the bitterness of a disqualified person.

10. Members of the Division have met with representatives of DD/P, OGC, FE, SR, [] etc., concerning missing persons and the missing persons regulation.

11. Members of the Division discuss individual cases reported by cable with the Division concerned for the purpose of advising of claim possibilities or rendering assistance to the employee or his family.

12. Members of the Division have arranged organizational meetings for the purpose of promoting recreational activities and as a means of introducing participants. The following are some of the activities promoted: bridge, chess, swimming, art classes, deep sea fishing, golf classes, horseback riding, organizing a group of women employees as Red Cross hostesses and as Armed Services Hospitality Committee hostesses. Luncheons have been arranged in the private diningroom of R & S cafeteria to present recreation programs and for the awarding of trophies as a climax to a season's activities. A smoker was held at the Heurich Brewery in November 1954 for all male employees; attendance numbered 400. A Christmas concert was presented at the R & S auditorium on 21 December 1954 with the Pentagon Choral Group as the featured attraction.

13. The Executive Secretary of the Incentive Awards Committee, an ESD employee, has spoken on the Incentive Awards Program to Career Service Boards, employees of component staff meetings (DD/I, DD/P, Commo), DD/P Personnel Officers, and employees []

[] He has also spoken on the program at award-presentation ceremonies. There have been showings of film strips

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with sound track to Incentive Awards Committee members and suggestion coordinators.

14. Employee services are publicized to all Agency employees through the use of bulletin boards which are controlled by this Division. There are fifty of these boards, located in the many Agency buildings, containing information on recreation, housing, transportation, etc.

15. The Chief, ESD, has attended meetings of the DD/P Personnel Officers in order to acquaint them with the services available from the Employee Services Division. Members of the Division meet frequently with Administrative Officers and operating officials. Many of these meetings are in connection with special problems such as separation or grievance. Other meetings are held for the purpose of better acquainting operating officials with the services available from the Employee Services Division and at the same time enabling us to learn first hand about operating problems that may require our assistance.

FUTURE PLANS

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Members of the Division are scheduled to speak at the Supervisory Training Program for Logistics personnel which begins the week of 25 April 1955. During the week of 9 May 1955 [redacted] [redacted] ESD, will speak on "Employee Grievances--How to Avoid Them and How to Handle Them When They Arise." During the week of 16 May 1955 [redacted] ESD, will speak on "Counseling and Other Employee Services."

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It is the plan of this Division to continue to expand the various meetings, lectures, etc., in order to "sell" the benefits of the Agency at every available opportunity.

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[redacted]
Chief, Employee Services Division